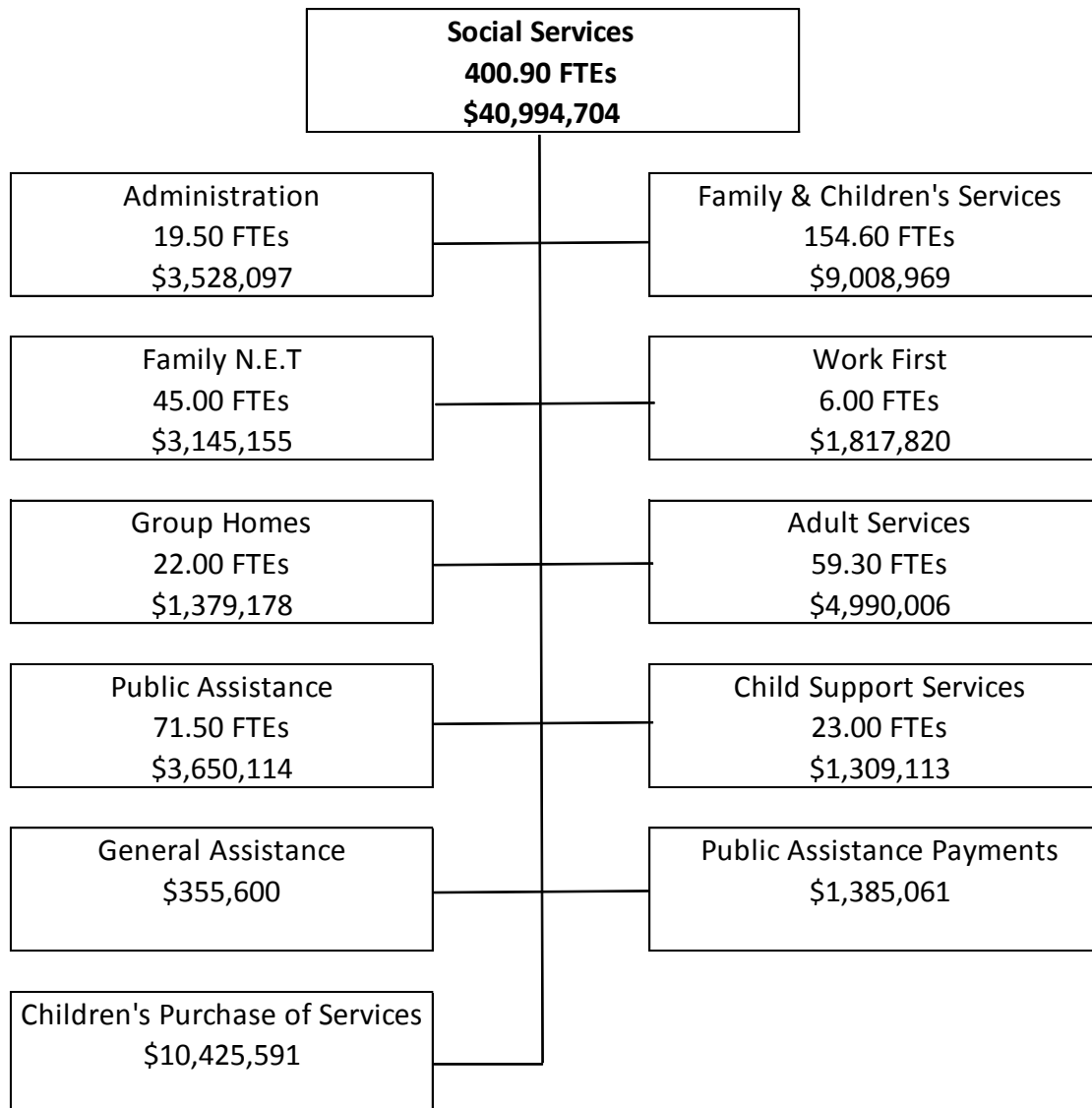


Catawba County Government



Social Services

Reinventing Department

Organizations: 560100 - 561000

	2013/14 Actual	2014/15 Current	2015/16 Requested	2015/16 Approved	Percent Change
Revenues					
Federal	\$11,355,410	\$13,293,393	\$13,791,570	\$13,791,570	3.7%
State	2,905,546	2,879,240	3,759,955	3,759,955	30.6%
Federal & State	8,616,714	9,095,155	8,953,558	8,953,558	-1.6%
Local	2,316,215	3,150,407	2,844,415	2,844,415	-9.7%
Charges & Fees	282,073	283,905	180,045	180,045	-36.6%
Miscellaneous	233,608	176,750	295,500	295,500	67.2%
Contingency	0	750,000	1,200,000	1,200,000	60.0%
General Fund	10,108,181	10,449,988	9,819,570	9,969,661	-4.6%
Total	\$35,817,747	\$40,078,838	\$40,844,613	\$40,994,704	2.3%
Expenses					
Personal Services	\$20,289,113	\$21,715,715	\$21,913,258	\$22,063,349	1.6%
Supplies & Operations	15,417,624	17,525,123	17,618,355	17,618,355	0.5%
Capital	111,010	88,000	113,000	113,000	28.4%
Special Contingency	0	750,000	1,200,000	1,200,000	60.0%
Total	\$35,817,747	\$40,078,838	\$40,844,613	\$40,994,704	2.3%
Expenses by Division					
Administration	\$1,882,820	\$2,975,805	\$3,500,311	\$3,528,097	18.6%
Family & Childrens Services	8,820,100	8,957,557	9,204,000	9,008,969	0.6%
Family Net	2,971,471	3,329,644	3,078,611	3,145,155	-5.5%
Work First	1,280,481	2,160,470	1,808,383	1,817,820	-15.9%
Group Homes	1,287,656	1,442,958	1,355,162	1,379,178	-4.4%
Adult Services	4,606,393	4,869,164	4,905,180	4,990,006	2.5%
Public Assistance	2,991,762	3,356,217	3,549,620	3,650,114	8.8%
Child Support	1,185,313	1,344,972	1,277,094	1,309,113	-2.7%
General Assistance	195,172	175,600	355,600	355,600	102.5%
Public Assistance Payments	1,114,405	1,385,458	1,385,061	1,385,061	0.0%
Children's Purchase of Service	9,482,174	10,080,993	10,425,591	10,425,591	3.4%
Total	\$35,817,747	\$40,078,838	\$40,844,613	\$40,994,704	2.3%
Employees					
Permanent	403.78	403.80	400.90	400.90	-0.7%
Hourly	8.26	7.26	7.26	7.26	0.0%
Total	412.04	411.06	408.16	408.16	-0.7%

Fiscal Year 2013/14 Outcome Achievements

Total Outcomes	Achieved	Not Achieved	Success Rate
31	28	3	90.3%

Budget Highlights

Social Services' overall budget increased by \$915,866 or 2.3 percent, while its County Share (local funding) decreased by \$480,327 or 4.60 percent. Funding for At-risk case management for Adult Social Work (267 percent increase) and Medicaid Administration (153 percent increase), both of which are federal revenues, account for most of the department's overall budget increase. Special contingency also increased by \$450,000 or 60 percent to allow Social Services to recognize additional revenue that it may receive during the year from non-county sources. These dollars can only be spent once the revenue is received. Local funding reductions resulted in 12 positions being impacted and 2.9 FTEs being reduced or eliminated. Because Social Services is a reinventing department, the focus is on outcomes for budgeting purposes.

Performance Measurement

Fiscal Year 2015/16

Social Services has established 52 outcomes for Fiscal Year 2015/16 that continue to focus on delivering high quality service despite changes at the State and Federal levels that impact funding and program structure. The agency will also focus on preventative measures that meet child health and educational needs by promoting and sustaining family wellbeing and functioning through quality services. The department will help Work First customers become and remain self-sufficient by linking them with community resources. Throughout the year, Social Services will continue to support the independence and basic needs of Catawba County families by ensuring access to safe, quality, affordable child care, allowing responsible adults to secure and maintain employment.

Fiscal Year 2014/15

At mid-year, Social Services was on target to achieve (or had achieved) 39 of its 46 outcomes. Many of the outcomes not on target are in Child Protective Services (CPS) and were under revision at mid-year. In CPS, Social Services is on target to reduce the impact of neglect on a child's functioning and development by having 78 percent (21 of 27) of families who are identified as chronically neglectful not experience an additional finding of child maltreatment within 12 months. In Foster Care, the department oversaw the licensing of two new local foster homes (just three shy of its end-of-the-year goal), which increases local placement options, keeps more foster children in their home schools, helps foster children retain friends, and engenders a sense of home community. Social Services has promoted placement stability and permanence for youth in foster care by having all (14 of 14) youth residing at the Andrea's Place and Blevins group home receive physical health assessments, mental health assessments, and behavioral assessments within 90 days of admission.

To ensure the safety of children involved with Child Protective Services, Social Services has provided Child Care services to 100 percent (63 of 63) of children involved with CPS who were in need. Family NET, Therapeutic Foster Care and Residential Services have passed two quarterly accreditation self-audits with a 92.5 percent, which is higher than the 85 percent need for accreditation. Passing self-audits ensure that the services promote and sustain child well-being and family functioning.

In Work First, 100 percent (68 of 68) of Work First Able Bodied Adults (with a means of transportation) received intensive employment services. At mid-year in Adult Services, 100 percent (17 of 17) of persons who had experienced abuse, neglect, or exploitation did not experience a repeat incident. The Senior Nutrition program served 97 percent (1,147 of 1,158) of eligible (aged 60+) Catawba County Citizens, supporting health and wellness, independence, education, socialization and reduced isolation.

Fiscal Year 2013/14

Administration

Social Services Administration enhanced the overall effectiveness of the agency through savings of 62 percent in toner expense and various supply costs. Additionally, the department realized savings of over 200 man hours in the following programs: Senior nutrition, Community Alternatives, In-home aide program management, Child Welfare data management and reporting, and Family NET clinical services case management.

Child Protective Services (CPS)

Child Protective Services achieved one of its two goals. The first, to ensure the ongoing safety of children and to clearly identify specific safety concerns in children who are abused, neglected, or dependent, was achieved with 98 percent of families with findings or whose children have entered foster care indentifying behaviorally specific statements and developing goals within 30 days of case decision.

The second outcome, to promote keeping children safe, strengthen parental engagement and behavior, identify supports and provide a mutual understanding that expedites case closure by having 70 percent of all families with children found to have been abused, neglected and/or dependent during Fiscal Year 2013/14, participate in a Child and Family Team (CFT) meeting within 60 days of a finding of abuse/neglect/dependency, was not achieved. The department was only able to have 29 percent of CFT meetings within 60 days of case decision.

Prevention

Prevention achieved both of its outcomes. The first sought to improve future opportunities for academically vulnerable students by having 85 percent (approximately 106 of 125) of students who receive ACE social work services for at least 90 days demonstrate improved life domain functions, behavioral/emotional needs, and risk behaviors. 97 percent (93 of 96) of students who received services for 90 days showed improvement as evidenced by pre and post assessment using the Child and Adolescent Needs and Strengths (CANS) Comprehensive Assessment tool. The second outcome sought to increase 8th graders knowledge and skills in problem-solving as well as understand the consequences of behaviors that lead to adolescent pregnancy by having students complete 75 percent of the Teen-Up program. At the end of the fiscal year, 97 percent (88 of 91) of students completed 75 percent of the program.

Permanency Planning

Permanency Planning achieved both of its outcomes. The department achieved its outcome to promote placement stability and reduce trauma of children entering foster care by having 92 percent of children (287 of 313) experience two or fewer placements in their first 11 months. The second outcome achieved prepared 89 percent of youth (16 of 19) active in North Carolina's Independent Living Program for Children in foster care (LINKS) for successful independent living.

Child Wellbeing/ Post Care

Child Wellbeing/Post Care promoted long-term wellbeing for children and permanent placements, after leaving foster care, by having 98 percent of families (55 of 56 families) who were actively engaged in the

Success Coach Service for at least 60 days not have a child re-enter foster care while active and for six months after case closure.

Family Builders

Family Builders assisted 55.17 percent (32 of 58) of children to be adopted out of foster care within two years of entering Social Services custody, exceeding the department's goal of 55 percent and the State rate of 36.54 percent.

Residential Services

70 percent (7 of 10) of youth receiving services in the Corner House Programs for at least six months demonstrated improved behaviors on the Child Behavior Checklist (CBCL) as measured at admission and discharge.

Children's Day Care

Children's Day Care sought to support the economic independence of Catawba County parents/caretakers by maximizing all available subsidy funds for day care services. The County provided a subsidy for 1,733 children monthly, exceeding its goal of 1,675 monthly.

Family NET Administration

Family NET achieved all of its outcomes. It met 95 percent of accreditation self audits standards, reflecting sustained and improved service quality in Family NET, Therapeutic Foster Care and Residential Services. Another outcome achieved focused on enhancing and maintaining family functioning by having 90 percent (approximately 156 of 173) of children and adolescents demonstrate improvement in at least one domain of the Child and Adolescent Functional Assessment Scale (CAFAS) upon completion of outpatient services. Also, to improve family functioning 96 percent of children and adolescents who completed Intensive In-Home services showed a decrease of at least 3 points in their (Child and Adolescent Level of Care Utilization System) CALOCUS scores. Finally, 100 percent (16 of 16) of preschool children who completed services with Clinical Specialists demonstrated increased ability to meet his/her needs, increased ability to express feeling with appropriate words and actions, and developed stronger relationships with significant adults as measured by the Devereux Early Childhood Assessment, exceeding the department's goal of 92 percent.

Work First

Work First achieved both of its Fiscal Year 2013/14 outcomes. The first outcome ensured that 100 percent (188 of 188) of the Able Bodied Work First adults received intensive employment services. The second achieved outcome ensured impoverished citizens facing a health risk due to weather related exposure received assistance. 97 percent (3,604 of 3,701) of impoverished citizens received assistance with their heating through a partnership between Catawba County Social Services, Eastern Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries, and Salvation Army.

Adult Services

Adult Services achieved all of its Fiscal Year 2013/14 outcomes. The first outcome empowered vulnerable and disabled adults to live independently in a safe environment by having 100 percent (40 of 40) of substantiated and confirmed Adult Protective Service reports not experience a repeat incident of abuse, neglect or exploitation. Next the department ensured health, safety, and well being by providing services for senior and disabled citizens to remain in their own homes in lieu of nursing home placement. This intervention resulted in the avoidance of over \$5 million of Medicaid expenditures during the fiscal year. The third outcome pertained to Senior Nutrition Services. It ensured seniors experience increased independence and reduced isolation by serving 99.35 percent (1,539 of 1,549) of eligible persons requesting services, which included: nutritious meals, health and wellness activities, education, and socialization. The department also ensured individualized quality medical care, and reduced unnecessary emergency room utilization by enrolling 92 percent (21,496 of 23,205) of Catawba County Medicaid beneficiaries with a primary care physician. This exceeded the goal of obtaining 91 percent of enrollees.

Food Stamps

Food Stamps' achieved both of its outcomes. The first outcome assured tax dollars were used appropriately and that families receive the correct benefits by having the Food Assistance staff maintain an accuracy rating of 98.9 percent (1,012 of 1,024) as evaluated by state quality control monitors and local resource management review, exceeding the goal of 98 percent. The second outcome assured the needs of citizens were met promptly and the implementation of NCFAST continued to positively support the mission of the program, 99.1 percent (2,857 of 2,883) of all approved food assistance applicants were processed within an average of eight days, exceeding the goal of 99 percent.

Child Support

Child Support achieved both of its outcomes. Social Services assured children received the financial support of their parents by having a collection rate of 71 percent. This represents an average collection of \$755,371 of \$1,086,382 due in monthly child support obligations. Child Support exceeded its outcome goal of 87.25 percent to assure that children are financially supported by both parents by ensuring 87.69 percent of children in need of a child support order had one.

General Assistance

General Assistance was only able to achieve one of its two outcomes. The successful outcome ensured 94.5 percent (16,456 of 17,423) of the uninsured children had access to Medical/Dental services that will increase their quality of health, surpassing its goal of 92 percent.

General Assistance was unable process 97 percent of all Family Medicaid applications in an average of 25 days, largely due to reasons outside of the department's control such as: transition issues with the Affordable Care Act and implementing parts of NCFAST. As a result, the department was able to process 88 percent of applications within 27 days.

ADMINISTRATION

Statement of Purpose

Enhance services provided by the Agency through a commitment of effective and efficient business practices that supports the best possible experience for the customer.

Outcomes

1. To enhance the overall effectiveness and efficiency of the agency, demonstrate 25 percent operational savings, 10 percent financial savings, or a median combination of both, through pre & post implementation measurement of technology advancements, work procedure enhancements or cost savings activities, during Fiscal Year 2015-16.
2. To ensure prudent fiscal management and ongoing viability of the Agency, collect 99.95 percent (\$28,195,966 of \$28,210,071) (western NC counties' avg. 98.92 percent) of Federal and State allocations, Medicaid billings, and available grants for all areas of Social Services during FY2015-2016. (Highlighted section will need to be adjusted once budget proposal complete.)
3. To ensure compliance with state and federal mandates concerning the well being of all children in foster care, 93 percent (186 of 200) of foster children will have documented dental and medical screenings during FY2014-15 (compared to 93 percent in FY2013-14).
4. In order to reduce trauma to children, promote their well-being, and minimize the length of their stay in foster care by quickly locating and engaging parents for reunification with their children or to clear the children for adoption, for 86.5 percent (152 out of 176) of children for whom an abuse, neglect or dependency petition is filed, both parents will be served with process within six months of filing the petition, as compared to 86 percent during 2013-14 and 85 percent during 2012-13

FAMILY AND CHILDREN'S SERVICES

Child Protective Services

Statement of Purpose

To provide a comprehensive network of safety, nurturance, educational and treatment services to enhance the emotional, behavioral, and personal functioning of children, youth and their families.

Outcomes

1. In order to promote the ongoing safety of children and reduce recidivism, 92 percent (198 of 215) of children with a substantiated report of abuse and/or neglect will not have another substantiated report within six months of the first report in FY2015-16, compared to the FY2013-14 federal benchmark of 93.9 percent, Catawba County's rate of 92 percent, Urban Counties and the North Carolina rate of 93.8 percent.
2. To reduce the impact of neglect on a child's functioning and development, 86 percent (approximately 118 of 136) of families who are identified as chronically neglectful will not experience an additional finding of child maltreatment within 12 months of completing in-home social work services (or reunification of a child following foster care) during FY2015-16.
3. To accurately and expeditiously evaluate the safety of children, in 93 percent (approximately 1860 of 2000) of accepted Child Protective Services assessments all identified victim children will be observed and interviewed as appropriate, within the required time frame established at screening (24 or 72 hrs) in accordance with state standards during FY2015-2016 compared to the 91 percent timely response rate within the region, and North Carolina's rate of 93 percent for FY2013-14.
4. To increase efficiency and promote timely decision making, 72 percent of all Child Protective Services assessments (1440 of 2000 approximately) will be completed within expected case decision time frame according to established state policy as compared to the 56.7 percent timely response rate within the region, and North Carolina's rate of 58.1 percent for FY2013-14.
5. In order to promote early engagement to identify attainable goals and activities that are reasonable for the family and meet agency expectations for the safety of the children, 90 percent (216 of 240) of CPS cases transferred to Family In Home Services will have behaviorally specific case plans in place within 7 days of the initial case transfer mapping/staffing (includes internal transfers only).
6. In order to promote safety of children, in 80 percent (192 of 240) of CPS cases transferred to Family In Home Services, parents/caregivers will be able to demonstrate and explain at least two behaviors that keep their children safe within 30 days of the case transfer as evidenced by case narrative documentation during FY2015-16 (internal transfers only).
7. In order to improve self sufficiency and increase positive support systems available to families in times of crisis, 75 percent (202 of 269) of all families served by CPS Family In Home Services will identify two voluntary social supports (such as family members, friends, faith community, coaches, teachers, or others) that are willing to take an active role as a participant in the family's

safety plan prior to case closure as evidenced by case narrative documentation during FY2015-16.

8. In order to preserve the integrity of the family unit while ensuring child safety and protection 87 percent (approximately 317 of 364) of children engaged in Family In-Home Services will remain with parents or alternative caregivers rather than entering foster care during FY2015-16 as compared to 86.5 percent for FY2013-14.
9. In order to promote timely CPS intake decisions, 70 percent (2402 of 3432) of all CPS intake reports will be screened for acceptance for CPS assessment by a two level review (intake social worker and supervisor) within 2 hours of receipt of the report during FY2015-16 compared to 68 percent during FY2013-14

Prevention

Statement of Purpose

To provide a comprehensive network of safety, nurturance, educational and treatment services to enhance the emotional, behavioral, and personal functioning of children, youth and their families.

1. In order to improve current and future functioning of academically vulnerable students, 93 percent (116 of 125) of students who receive ACE (Advocates for Children in Education) school social work services for at least 90 days during FY2015-16 will demonstrate improvement in at least one domain (life domain functioning, behavioral/emotional needs, risk behaviors, caregiver strengths, child strengths, acculturation) using the standardized Child and Adolescent Needs and Strengths (CANS) Comprehensive Assessment.
2. In order to delay the initiation of or decrease frequency of risky behavior, 96 percent (144 of 150) of program participants who completed Teen Up programming in FY2014-15 will not become pregnant or cause a pregnancy within one year of completing the Teen Up program during FY2015-16.
3. To promote long-term wellbeing of children and stability of their permanent placements, 95 percent (43 of 45) of Catawba County families who are actively engaged in Success Coach Services for at least 60 days during FY2015-16 will not have a child enter or re-enter foster care while active or for 6 months after closure.
4. To promote academic improvement among school-aged children engaged in Post Care Services, 84 percent (42 of 50) of school aged students during SY2015-16 will pass all academic subjects as indicated by their end of semester or end of grade report cards compared to 89.7 percent in SY2013-14 and 78 percent during SY2012-13.
5. To promote safety of children, 85 percent (102 of 120) of families who are assessed and engaged in voluntary preventive Family & Child Support Team services (Case Management, Community Response, and Nurturing Parenting services) during FY2015-16 will not have a subsequent substantiation or be found in need of services within 6 months of completing the prevention service.

Permanency Planning

Statement of Purpose

To provide a comprehensive network of safety, nurturance, educational and treatment services to enhance the emotional, behavioral, and personal functioning of children, youth and their families.

Outcomes

1. To address safety, placement stability, and ongoing well being of children in foster care, social workers will visit 95 percent (195 of 205) of children at least once per month and 89 percent (182 of 205) of these visits will be in the child's residence during FY2015-16 as compared to the federal benchmark of 90 percent and 85 percent, NC's of 85.8 and 88.9 and Catawba County's rate of 94.7 percent and 88 percent, respectively.
2. To help promote academic success and provide a more normalized childhood through involvement in extracurricular activities, 93 percent (127 of 137) of school age children in foster care will participate in at least one developmentally appropriate social/athletic/cultural/spiritual activity during FY2015-16.
3. To help remove barriers to reunification or other permanency outcomes for youth entering foster care during FY2015-16, 75 percent (68 of 90) of parents/caregivers identified as experiencing trauma, evidenced by the trauma screening tool, will receive a trauma-informed assessment within 45 days of the child entering care.
4. To promote child safety and well-being through a family-centered approach to practice, 70 percent of Child and Family Team meetings will be performed with fidelity and will occur within the state required timeframes during FY2015-16.
5. To help therapeutic foster parents gain ongoing knowledge and skills to address the needs of children in their care, and have no lapse of licensure, 90 percent of Catawba County's licensed therapeutic foster families will complete required training and all other licensure requirements prior to expiration of certification, measured by timely submission of licensing recertification into the DocVault database.
6. To better identify and address specialized needs and provide additional support to children in specialized foster care during FY2015-16, contact will be made at least twice per month with 90 percent (18 of 20) of the children as measured by the state monthly contact spreadsheet database.

Family Builders

Statement of Purpose

To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy.

Outcomes

1. To improve foster care placement stability and increase the well-being of children, 89 percent (104 of 116) of children in foster care less than 12 months will experience two or fewer placement changes (excluding moves toward permanency) during FY2015-16 as compared to the state rate of 87.3 percent, large counties 86.04 percent, and Catawba County's 84.21 percent in FY2013-14.
2. To assist children in foster care with a plan of adoption to move toward permanency during FY2015-16, 48 percent (24 of 50) of children will become adopted within two years of entering agency custody, as compared to the FY2013-14 state rate of 34.83 percent, 28.7 percent of large counties, and Catawba's current rate of 43 percent.

FAMILY N.E.T. (Nurturing, Education, and Treatment)

Statement of Purpose

To provide a comprehensive network of nurturing, educational and treatment services to enhance the emotional, behavioral and interpersonal functioning of children, youth and their families in Catawba County.

Administrative Office Support

Statement of Purpose

To provide medical and clinical oversight of the services provided by Family NET and ensure the highest quality of care as well as conformance to all applicable standards.

Outcome

1. In order to promote and sustain child wellbeing and family functioning through quality services, Family NET, Therapeutic Foster Care and Residential Services will pass all quarterly accreditation self audits, which include standards on services, safety, and consumer satisfaction, at 93 percent or better by June 30, 2016.

Outpatient Services

Statement of Purpose

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being

Outcomes

2. To improve family functioning, 91 percent (approximately 182 of 200) of children and adolescents served by Family Net outpatient services will demonstrate improvement (at least a 10 point decrease in total score) in at least one domain (Role Performance, Behavior Towards Others, Moods/Self-Harm, Substance Use, Thinking) on the Child and Adolescent Functional Assessment Scale (CAFAS) after 6 months or upon completion of all outpatient treatment services during FY2015-16.
3. In order to increase the ability of parents to manage behaviors in preschool aged children, 90 percent (20 of 22) of children who participate in Parent Child Interaction Therapy (PCIT) during FY2015-16 will demonstrate an increase in appropriate behaviors by the 10th treatment session as evidenced by score within the normal range on the Eyberg Child Behavior Inventory (ECBI).

Adolescent and Substance Abuse Services

Statement of Purpose

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being

Outcomes

4. To promote community safety and improve quality of life, 92 percent (approximately 55 of 60) of court-involved youth who receive a minimum of 12 outpatient treatment sessions (individual,

family, and/or group therapy) or who complete their recommended treatment prior to 12 sessions during FY 2015-16, will have no new juvenile legal charges while in the Family NET treatment program as compared to the nation's most successful programs realizing 75 percent.

Intensive In-Home Services

Statement of Purpose

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

Outcomes

5. In order to enhance and maintain family functioning, 90 percent (approximately 38 of 42) of the children served by Intensive In-Home teams will show a statistically significant decrease (at least 20 points) in their Child and Adolescent Functional Assessment Scales (CAFAS) scores from intake to completion of services during FY2015-16.

Early Childhood Support Team

Statement of Purpose

Provide support services to children ages birth to 5, their families, and childcare providers so that children can be ready to enter kindergarten

Outcomes

6. To promote social, emotional, and behavioral functioning of preschool children, 93 percent (approximately 24 of 26) of children who complete services with the Clinical Specialists in FY2015-16 will demonstrate greater resiliency, increased ability to meet his/her needs, increased ability to express feelings with appropriate words and actions, and will develop stronger relationships as indicated by an increase in the total protective factors score as measured by the Devereux Early Childhood Assessment, 2nd Edition.
7. To promote social and emotional well-being of young children, 95 percent (35 of 37) of child care teachers who actively participate in consultative services with the Education Specialists for at least 6 months in FY2015-16 will demonstrate maintenance or improvement in the areas of transitions, schedules, routines, and group time activities for children as measured by the Inventory of Practices for Promoting Children's Social Emotional Competence.
8. To promote developmental well-being of young children, 100 percent (30 of 30) of children, ages 3-5 years, who enter Foster Care in FY2015-16 and who have not received any type of developmental screening within the past 6 months will receive an initial Ages and Stages developmental screening by the Education Specialists within 30 days of the child being placed and remaining in a resource home.

WORK FIRST

Statement of Purpose

To enable Work First customers to become and remain self-sufficient by linking them with resources and skills, and to allow them to take responsibility for themselves and their families

Outcomes

1. In order to assist Work First Able Bodied Adults in becoming independent of the Work First Program, 100 percent (approximately 35 of 35) of the adults with a means of transportation will receive intensive employment services during FY2015-16 as opposed to the state benchmark of 80 percent.
2. To strengthen the future well being and independence of the children in the home, 98 percent (approximately 196 of 200) of all caretakers receiving Work First will participate in ensuring all educational and health needs of the child are being met during FY2015-16.
3. To eliminate the crisis of citizens unable to meet their heating or cooling needs, 92 percent (approximately 4600 of 5000) will receive financial assistance through a collaborative effort provided by Catawba County Social Services, Eastern Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries, and/or Salvation Army during the FY2015-16. (Contingent on availability of Federal and State Funds)

ADULT SERVICES

Adult Protective Services/Guardianship

Statement of Purpose

Empower vulnerable and disabled adults to live independently and free from abuse, neglect and exploitation.

Outcome

1. To help empower vulnerable and disabled adults to live in a safe environment, 93 percent (37 of 40, *a 32 percent increase as compared to FY2014-15*) of persons who have a finding of abuse, neglect or exploitation will not experience a repeat incident of mistreatment during FY2015-16.

Long Term Care

Statement of Purpose

To assist senior and disabled citizens in living in their own homes as long as possible and/or with admission and adjustment to a nursing or assisted living facility providing the appropriate level and quality of services

Outcomes

2. Increase quality of care in Adult Day Care/Day Health Centers and Adult Care Homes (19 facilities) during FY 2015-16 by providing training, education, consultation and follow up monitoring to ensure 94 percent (15 of 16) of all concerns identified by the Adult Home Specialist do not escalate to a level of deficient practice.
3. Ensure health, safety and well being by providing services for senior and disabled citizens to remain in their own homes, thereby avoiding premature placement in 95 percent (244 of 257) of those served by the Special Assistance In-Home and Community Alternatives Programs for Disabled Adults during FY2015-16.

Senior Nutrition/In-Home Services

Statement of Purpose

Improve the quality of life for seniors by providing them the choice to remain at home through the provision of nutritious meals, education, socialization, wellness activities, and community volunteer support.

Outcomes

4. To support health and wellness, independence, education, socialization and reduced isolation; the Senior Nutrition program will serve 96 percent (1,292 of 1,345) of the eligible Catawba County citizens age 60+ requesting nutrition services during FY2015-16, a 3.9 percent increase in persons served as compared to FY2014-15.
5. To assure a solid, dependable corps of volunteers for quality meal delivery of 28 home delivered meal routes, the Senior Nutrition program will maintain a 95 percent (452 of 476 per month) volunteer coverage rate throughout FY2015-16.

Child Support

Statement of Purpose

To ensure that Non-Custodial parents acknowledge and provide support for their children.

Outcomes

6. To assure that children are financially supported by both parents, 88 percent of the children who need a child support order for support will have one during FY2015-16 as compared to the statewide average of 85.45 percent and similar county average of 87.14 percent.
7. To assure that children receive the financial support of their parents, child support collections will total or exceed \$11,684,201 (.25 percent greater than the State provided goal) during FY2015-16, as compared to the similar county average goal \$11,514,217.

Medicaid Transportation

Statement of Purpose

Prevent transportation from being a barrier for Medicaid eligible Catawba County citizens accessing medical services.

Outcome

8. Assist Medicaid eligible Catawba County citizens in accessing medical services by arranging and/or providing 26,750 trips (to an estimated 1,900 unduplicated individuals) during FY 2015-16. (A trip is measured as a round trip.

FAMILY SUPPORT

Universal Services (Medicaid and Food Assistance)

Statement of Purpose

To assist families and children in obtaining access to supportive services and benefits by quickly and accurately determining their eligibility

Outcomes

1. To increase the quality of health of children, Medicaid or North Carolina Health Choice will be provided to 93 percent (approximately 19,407 of 20,868) of Catawba County's uninsured/potentially eligible children during FY2015-16 compared to the state rate of 91 percent.
2. To assure that the medical needs of citizens are met promptly, 97 percent (approximately 6,220 of 6,412) of all Family Medicaid MAGI applications will be processed timely and with an average processing time of 25 days in FY2015-16 compared to the state requirement to process 90 percent of all applications within 45 days.
3. To assure families receive the correct benefits, the Food Assistance staff will maintain an accuracy rating of 97 percent (approximately 47 of 48) of all Food Assistance cases evaluated by state quality control monitors during FY2015-16 as compared to the current state accuracy rate of 95.65 percent (data as of May 2014).
4. To assure that the needs of citizens are met promptly, 98 percent (approximately 4,478 of 4,570) of all approved food assistance applicants will be processed within an average of 9 days or less during FY2015-16 as compared to the Federal goal of 97 percent within 30 days.
5. Improve access to primary care, improve quality of care and utilization of services, and provide a more cost effective system of care by enrolling 92 percent (approximately 19,827 of 21,552) of Catawba County Medicaid recipients who are required or have the option to select primary care physician by the end of FY2015-16.

Adult Medicaid

Statement of Purpose

To assist individuals in obtaining access to food and medical services by quickly and accurately determining their eligibility for Food and Nutrition Services/Medicaid/Special Assistance and providing information to citizens to connect them to other available resources

Outcome

6. To assure families receive the correct benefits, the Adult Medicaid staff will maintain an accuracy rating of 97 percent (approximately 47 of 48) of all Adult Medicaid cases evaluated by state quality control monitors and local resource management review during FY2015-16

Day Care

Statement of Purpose

Support the independence and basic needs of Catawba County families by ensuring access to safe, quality, affordable child care, allowing responsible adults to secure and maintain employment.

Outcome

7. In order to ensure the safety of children involved with Child Protective Services, appropriate supervision and child care will be provided to 97 percent (146 of 150) of children needing child care for this purpose during FY2015-16.